Electronic Visit Verification (EVV)

Indiana Health Coverage Programs
DXC Technology
Annual Provider Seminar – October 2019

Agenda

- *21st Century Cures Act*
- EVV Resources
- EVV Sandata Solution
- Alternate EVV Vendor Solution
- Helpful Tools
- Questions

21st Century Cures Act

21st Century Cures Act

- The *21st Century Cures Act* directs state Medicaid programs to require providers of personal care services and home health services to use an electronic visit verification (EVV) system to document services rendered
    - Use of an EVV system to document personal care services must be implemented by January 1, 2021
    - Use of an EVV system to document home health services must be implemented by January 1, 2023

EVV Service Requirements

Providers will need to have verified EVV records that include the following information:

- Type of service preformed
- Individual receiving the service
- Date of the service
- Location of service delivery
- Individual providing the service
- Time the service begins and ends

EVV Solutions

- The Indiana Health Coverage Programs (IHCP) does not require all affected providers to use a single, uniform EVV system
    - The IHCP will use Sandata as the State-sponsored system for implementing EVV

- Providers may use a system of their choice; however, the system selected must comply with federal documentation requirements
    - Providers choosing an alternate EVV solution are responsible for ensuring that they are in compliance with the federal requirements before the January 1, 2021 implementation date
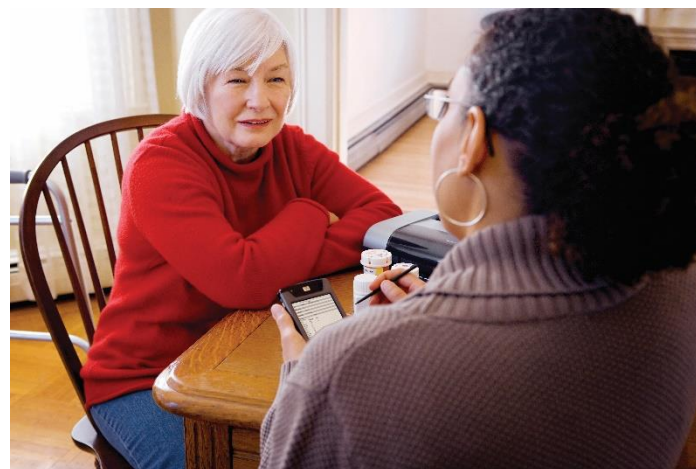
Sandata EVV Provider Readiness

Training Registration:

- Providers and agencies are required to complete an EVV train-the-trainer training session

- After training has been completed, the provider will receive their Sandata EVV Portal Welcome Kits, which will include their login credentials
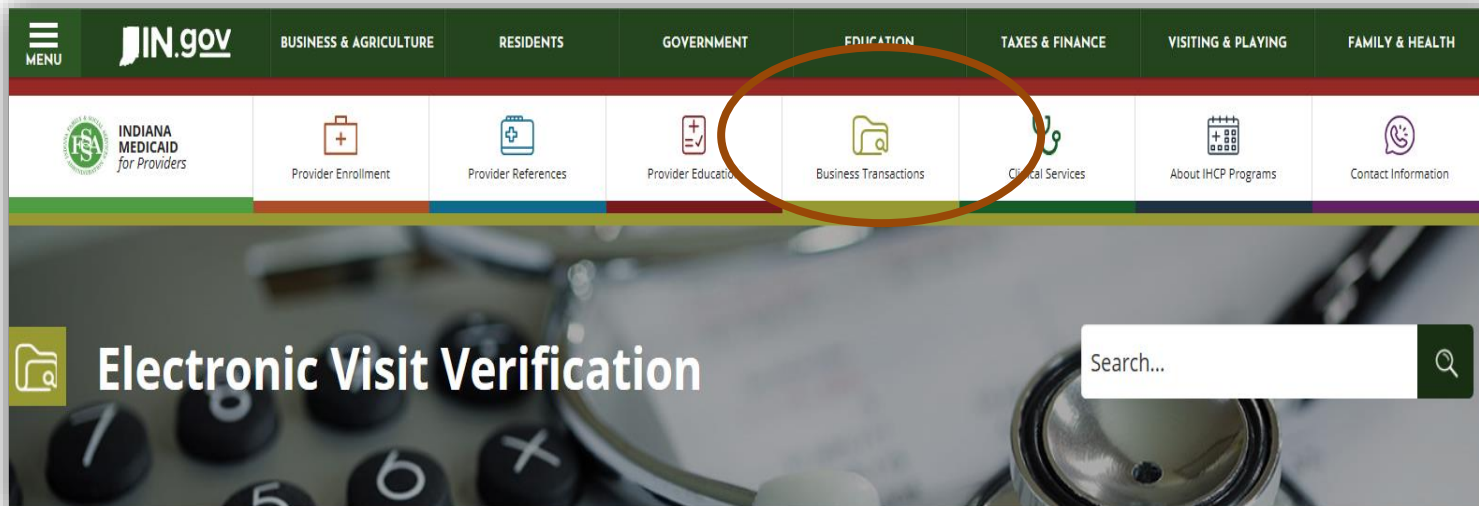
  - Providers will begin to use the Sandata EVV system

EVV Resources

EVV Resources

- The *Electronic Visit Verification* web page has been established to provide the most recent and up-to-date information to keep providers informed

- The EVV page can be located under the Business Transactions tab on the main provider landing page

EVV Resources

- In addition to the EVV web page, the *Electronic Visit Verification Training* web page houses all the available training material that providers can use at their convenience

- The EVV Training page is located under the Provider Education tab on the Provider landing page

EVV Sandata Solution

Train-the-Trainer Sessions
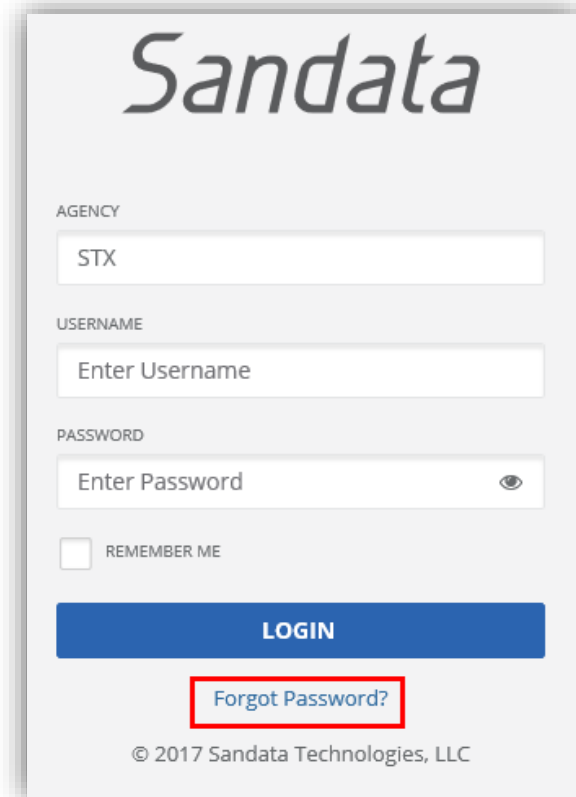
- Train-the-trainer classroom opportunities are available across the state
- Virtual sessions are offered for providers who are unable to attend in person
- Providers may review the schedule by referring to BT201945

Sandata EVV Provider Readiness

After providers are ready to use the Sandata EVV system, they must enter their direct care workers and administrative staff information into the system:

- Security - User Setup
- Data Entry
  - Employee information
  - Client information (Members)
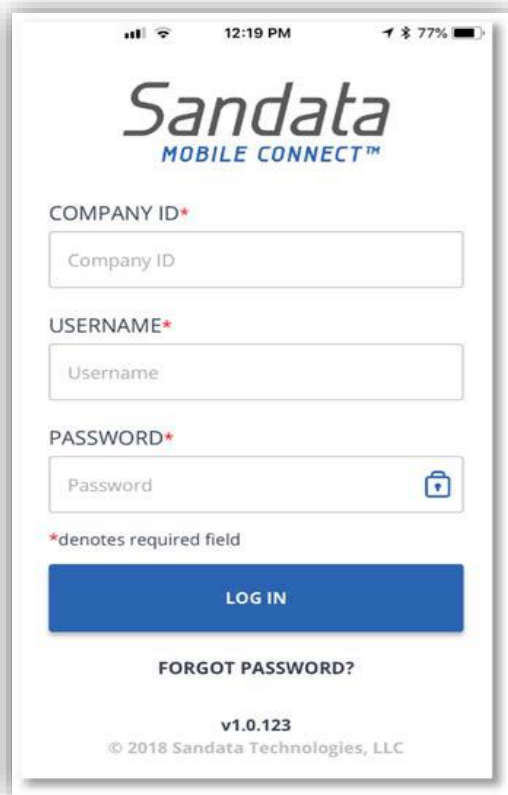
Sandata EVV Provider Readiness

Ordering devices

- Providers and agencies are responsible for supplying devices for EVV visit capture

- Providers need to ensure that individuals have devices if they are planning to use mobile visit verification (MVV)

Completing direct care worker training

- After providers and agencies have entered all employee data elements in the Sandata EVV Portal, it is time to make sure direct care workers have downloaded the Sandata Mobile Connect (SMC) app on their phone and can successfully log in

- Providers will also want to work with their direct care workers to make sure they are trained on the telephone visit verification (TVV) process and have the necessary data elements to successfully and accurately capture visits

Sandata EVV Provider Readiness

Sandata EVV SMC and TVV Examples

Alternate EVV Vendor Solution

Alternate EVV Vendor Setup Fee

Alternate EVV vendors/business partners integrating with the Sandata aggregator for the first time will be asked to pay a one-time amount of $3,360

- This setup fee will be used to cover the cost of time and effort to assist with testing integrations between the vendor and the aggregator

- The fee will be collected from the vendor before testing credentials are delivered

- To begin the process of integrating with the Sandata solution (and to know if the one-time fee is applicable), contact EVV@fssa.in.gov

Alternate EVV System Specifications and Process

- Providers that choose to use an alternate EVV system (instead of the State-sponsored Sandata system) will need to work with their vendors to develop a daily file extract to integrate with the Aggregator, using the specifications identified in BT201910
- Providers using an alternate EVV vendor will need to start the process for having their system interface with the Aggregator by sending an email to EVV@fssa.in.gov with the following subject line and details:
  - Subject: Request for EVV Vendor Certification [Vendor Name]
  - Provider name
  - Provider contact name and email address
  - Vendor name
  - Vendor contact name and email address
- After the vendor is identified, the Sandata team will begin working with that vendor to perform testing of their extract

Alternate EVV Process

- After the vendor sends the test files for Sandata to review, the vendor must notify the EVV Provider Hotline – either by email at INAltEVV@Sandata.com or telephone at 1-855-705-2407

- Providers need to complete self-paced training prior to obtaining production credentials
  - *Note: Providers should have received instructions on completing the self-paced training when they received the testing credential*

- After completing the training, the provider emails Sandata to request production credentials, which will allow login to the Sandata Aggregator

- Providers should attach a copy of the training completion certificate to the email as verification that training has been successfully completed

Alternate EVV Process

- Production credentials for the Sandata Aggregator will be different from the credentials used for testing

- Upon successful completion of the test file review process and verification that the provider has completed Aggregator training, Sandata sends the production credentials to the provider

- The provider completes the login steps for the Sandata Aggregator

Helpful Tools

Helpful Tools

Provider Relations Consultants

| REGION	FIELD CONSULTANT	EMAIL	TELEPHONE	COUNTIES SERVED
Illinois Michigan	1 Jean Downs	INXIXRegion1@dxc.com	(317) 488-5071	Dekalb, Elkhart, Fulton, Jasper, Kosciusko, LaGrange, Lake, LaPorte, Marshall, Newton, Noble, Porter, Pulaski, St.Joseph, Starke, Steuben, Whitley Chicago, Watseka Sturgis
Illinois	2 Shari Galbreath	INXIXRegion2@dxc.com	(317) 488-5080	Allen, Adams, Benton, Blackford, Cass, Carroll, Clinton, Delaware Fountainm Grant, Howard, Hutington, Jay, Madison, Miami, Montgomery, Randolph, Tippecanoe, Tipton, Wabash, Warren, Wells, White Danville
	3 Crystal Woodson	INXIXRegion3@dxc.com	(317) 488-5324	Boonem Hamilton, Hendricks, Johnson, Marion, Morgan
Kentucky	4 Ken Guth	INXIXRegion4@dxc.com	(317) 488-5153	Clay, Crawford, Daviess, Dubois, Gibson, Greene, Knox, Lawrence, Martin, Orange, Owen, Parke, Perry, Pike, Posey, Putnam, Spencer, Sullivan, Vanderbirgh, Vermillion, Vigo, Warrick Owensboro
Kentucky Ohio	5 Virginia Hudson	INXIXRegion5@dxc.com	(317) 488-5186	Bartholomew, Brown, Clark, Dearborn, Decatur, Fayette, Hancock, Henry, Jackson, Jennings, Monroe, Ohio, Ripley, Rush, Scott, Shelby, Switzerland, Union, Washington, Wayne Louisville Cincinnati, Harrison, Hamilton, Oxford
	Judy Green		(317) 488-5026	All other out of state areas not previously listed
Team Lead	Jenny Atkins		(317) 488-5032	

Helpful Tools

IHCP website at in.gov/medicaid/providers:

- *IHCP Provider Reference Modules*
- *EVV Web Page*
- *EVV Training Web Page*
- Contact Us – Provider Relations Field Consultants

Customer Assistance available:

- Monday – Friday, 8 a.m. – 6 p.m. Eastern Time
- 1-800-457-4584
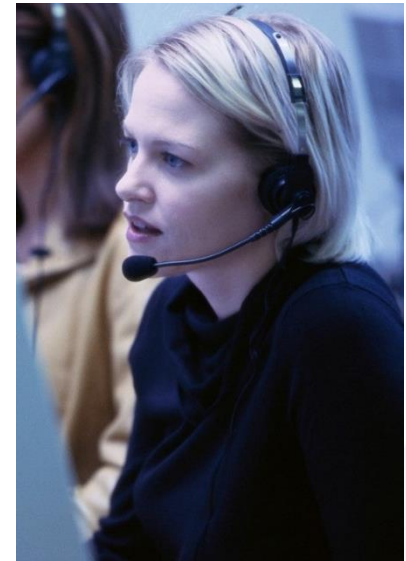
Questions

**Please review your schedule for the next session
you are registered to attend**

Session Survey

Please use the QR code or the weblink below to complete a survey about the session you just attended. Each session has a unique survey so be sure to complete the appropriate one for each session you attend. We will be taking your feedback from this survey to improve future IHCP events.

https://tinyurl.com/fssa1052